



Administrative Policies and Procedures: 7.16

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| Subject: | Telecommunication Services |
| Authority: | TCA 37-5-105; 37-5-106 |
| Standards: | None |
| Application: | To All Department of Children's Services Employees |

Policy Statement:

The Department of Children's Services (DCS) shall adhere to the rules and regulations promulgated by the Department of Finance and Administration for the procurement of telecommunication equipment and services.

Purpose:

To provide guidelines for procurement of telecommunication equipment and services.

Procedures:

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| A. Responsibility for telecommunication services | <p>The <i>DCS Office of Information Technology</i> will serve as the Telecommunication's Liaison between the Department of Children's Services and the Department of Finance and Administration's Office of Information Resources (OIR) for the procurement and installation of telecommunication equipment and services that include, but may not be limited to, the following:</p> <ul style="list-style-type: none">◆ Changes to Existing Services◆ Phone Line Extensions◆ Voice Mail◆ Move Lines◆ Request Meetings with F&A, OIR◆ Long Distance Calling Cards◆ Replacement Telephone sets◆ New Telephone sets for new phone lines◆ Headsets◆ Phone cords and accessories◆ Reconfigurations of existing phone system◆ Phone Systems |
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| | <ul style="list-style-type: none"> ◆ Phone Lines ◆ Cellular Telephones ◆ Pagers ◆ Conference Telephones ◆ Phone Cable ◆ Line Class change with purchase of new phone set |
| B. DCS telecommunication liaison's responsibilities | <p>The DCS telecommunications liaison in the Division of DCS Information Technology will:</p> <ol style="list-style-type: none"> 1. Upon receipt of an approved Telecommunication Service Request, enter the approved request into the Multi-Trak System, or other appropriate system as required by F&A Telecommunications. 2. Will gather any additional information necessary for submitting a request to the Department of Finance and Administration, Office of Information Resources. (The timeframe for entering the request will be dependent upon the type research required for the type of equipment and/or services requested.) 3. Serve as the liaison between the Department of Finance and Administration, Office of Information Resources and each Department of Children's Services' office for requests. 4. Assist staff in finding solutions to problems and/or improvements in telecommunications. |
| C. Coordination of telecommunication services | <ol style="list-style-type: none"> 1. Central Office: The Department of Children's Services' Telecommunications Liaison will serve as the site contact and will coordinate all requests for telecommunications services between Central Office staff with the Department of Finance and Administration Office of Information Resources. 2. Regional Offices: The Regional Administrator will appoint an employee located at the regional office to serve as the site contact and to coordinate requests for telecommunications services between the region and central office. 3. Field Offices: The Regional Administrator or his/her designee will appoint an employee located at field offices to serve as the site contact and to coordinate requests for telecommunications services between the field offices and the regional offices. 4. Youth Development Centers (YDC): The Superintendent will appoint an employee to serve as the site contact and to coordinate request for telecommunications services between the YDC and central office. 5. DCS Group Homes: The Group Home Supervisor will appoint an employee to serve as the site contact and to coordinate requests for telecommunications services between the |

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| | group home and central office. |
| D. Requesting services/approval | <p>DCS employees may request Telecommunication Services by using the <i>“Department of Children’s Services Telecommunications Services Request”</i> web application. The completed request will automatically be forwarded to the Division of Information Technology Telecommunications Liaison for processing with the applicable approval authority as indicated below:</p> <ol style="list-style-type: none"> 1. Central Office - Central Office Directors 2. Regional Offices - Regional Administrator 3. Field Offices - Supervisor (Team Leader, Team Coordinator), Regional Administrator 4. Youth Development Centers - Superintendent and Executive Director 5. DCS Group Homes – Director of DCS Group Homes and Executive Director |
| E. Requests for additional telecommunications services | <ol style="list-style-type: none"> 1. Voice Mail <ol style="list-style-type: none"> a) A request for voice mail requires an explanation for justification for the service. b) Voice mail users are required to reset the voice mail password back to their 7-digit telephone number when they change offices or leave State employment. 2. Cellular Telephones and Pagers <ol style="list-style-type: none"> a) Requests for cellular telephones and pagers require an explanation for justification and must be approved by the DCS Commissioner or designee in addition to the applicable approval authorities. b) Each employee who is assigned a cellular phone or pager is personally responsible for utilization and care. c) Cellular phones should be used only when access to landline telephones are not available. All calls must be for state business and all calls must be recorded on form GS-0686, Log of Long Distance Telephone Calls. d) If the cellular phone is used for <i>emergency personal</i> use, the employee will reimburse the state for the cost of the call. The log entry will note “for personal use” in the section labeled “Purpose of Call.” 4. Conference Telephones <p>Requests for conference telephones require an explanation for justification for the request and must be approved by the DCS Commissioner or designee in addition to the applicable approval authorities.</p> 5. Reconfiguration of Shared Telephone Systems <p>Requests for reconfigurations of phone systems shared by more than one State department must be mutually agreed upon by all departments involved. A memo, signed by the applicable approval authorities of each department must accompany the request.</p> |

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| <p>F. Quarterly listing of active pagers</p> | <ol style="list-style-type: none"> 1. Each quarter, the approving authority or designee will forward to the DCS Telecommunications Liaison an accurate and complete listing of <u>pagers</u>. The listing will include: <ol style="list-style-type: none"> a) Employee name b) Pager number c) Access code d) Verification that job responsibilities require issuance of a pager 2. The approving authority must sign the report and include a statement verifying that each employee on the list needs access to a pager in order to perform their job responsibilities. 3. Pager report due dates: <ol style="list-style-type: none"> a) July 1 b) October 1 c) January 1 d) April 1 |
| <p>G. Lost and defective pagers</p> | <ol style="list-style-type: none"> 1. Lost pagers <ol style="list-style-type: none"> a) Employees will immediately, upon acknowledgement that a pager is lost, report the lost pager to their immediate supervisor. The supervisor will provide a written notice of the loss to the approving authority as outlined in Section C above. b) The approving authority will forward the notice to the Division of DCS Information Technology, Telecommunications Liaison and will include a request for a replacement pager if a pager is still needed by the employee. Both the employee and the supervisor must sign the notification. Employees will pay for the lost pager if the loss is due to negligence on their part. 2. Defective pagers <ol style="list-style-type: none"> a) Employees will report a defective pager to their approving authority as outlined in Section C above. b) The approving authority will report the defective pager to the issuing vendor. c) The issuing vendor will send a replacement pager at no cost to the employee or State. d) Upon receipt of the replacement pager, the approving authority will return the defective pager to the vendor to avoid being charged for two pagers. 3. Each Division will maintain a supply of batteries to replenish pagers assigned to their respective area. |

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| H. Telephone cable | The DCS telecommunications liaison will coordinate the installation of phone cabling with the DCS Information Systems Help Desk for requests that require both data and phone cabling at an identical site. The DCS telecommunications liaison in the Office of Information Technology may order phone cable separately when data cabling is not required. |
| I. Packing slip/verification | Each office will maintain a file of maintenance records that will include service receipts of repairs and upgrades, and packing receipts of all equipment received. |

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| Forms: | <i>None</i> |
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| Collateral documents: | <i>Department of Children's Services Telecommunications Service Request Web Application (TSR)</i> |
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